


<b>MOTOR VEHICLE LICENSING</b>	<i>Chapter</i>  INDEXES
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<b>MOTOR VEHICLE LICENSING</b>  	<b>Chapter</b>  INTRODUCTION
	<b>Subject</b>  Design of This Guidance Manual

## ORGANIZATION & NUMBERING:

**Chapter Title**—The subject matter in the manual is divided into chapters. The title appears in the upper right-hand corner of the first page of a subject and in the upper left-hand corner of any subsequent page.

**Subject Title**—The title of a subject appears in the upper right-hand corner of the first page of a subject and in the upper left-hand corner of any subsequent page.

**“MVL” Prefix**—Preceding each subject number, this prefix stands for the manual title *Motor Vehicle Licensing*.

**Date**—The latest issuance date of a subject appears at the bottom of each page of the subject. This date agrees with the latest issuance date shown for the subject in the Table of Contents (**MVL-01**).

**Page Numbering**—Each subject has its own page numbering, which appears at the bottom of each page.

## LOCATING INFORMATION:

One index appears at the front of the manual, and one index appears at the back:

- Ø **Table of Contents (MVL-01)**—This index at the front of the manual lists the titles of the manual's chapters and their subjects, as well as other information, in numerical order. It includes the latest issuance dates of all the subjects. As the manual matures, these dates change.
- Ø **Alphabetical Index (VR-01)**—This index at the front alphabetically lists key information in the manual. Generally, it directs the user to subject titles and to margin, paragraph, and subparagraph headings within subjects.



**LOCATING  
INFORMATION  
(cont.):**

- Ø **Table of Exhibits (MVL-9900)**—This index at the back of the manual lists the manual's exhibits, including forms, worksheets, diagrams, etc., by number and title.

**CROSS-  
REFERENCES  
IN MANUAL:**

**Subject Numbers within Narrative**—A subject number within the narrative on a page directs the user to more information about the subject.

**QUESTIONS:**


**Whom to Contact**—For answers to questions about the contents of the manual, please contact:

Division of Motor Vehicle Licensing  
Transportation Cabinet Office Building  
W2-05-02  
200 Mero Street  
Frankfort, KY 40622  
**(502) 564-5301**

For copies of the manual, please contact:

Policy Support Branch  
Transportation Cabinet Office Building  
W4-26-02  
200 Mero Street  
Frankfort, KY 40622  
**(502) 564-3670**

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<b>MOTOR VEHICLE LICENSING</b>  	<i>Chapter</i>  INTRODUCTION
	<i>Subject</i>  Organization of the Division

**OVERVIEW OF  
DIVISION:**

In accordance with the general provisions in KRS Chapters 186, 186A, and 235, the Division of Motor Vehicle Licensing provides the titling and licensing of motor vehicles and boats through the county clerks' offices.

The division comprises two branches, with three sections in each branch:

Ø Registration Branch

- ◆ Recap and Accounts Section
- ◆ Help Desk Section
- ◆ Rebuilt Support Section

Ø Title Branch

- ◆ Receiving Section
- ◆ Verification Section
- ◆ Records Management Support Section

**REGISTRATION  
BRANCH:**

The Registration Branch oversees three sections:

Ø The Recap and Accounts Section is responsible for:

- ◆ Depositing checks from Kentucky county clerk's offices each week
- ◆ Maintaining:
  - Prepaid accounts
  - Dealer-refund requests
  - Circuit/district clerk offices' impoundment orders
  - Insurance cancellations
  - Driving-under-the-influence (DUI) citations




**REGISTRATION  
BRANCH (cont.):**

- Ø The Help Desk Section is responsible for:
  - ◆ Assisting county clerk's offices with:
    - Automated Vehicle Information System (AVIS) registrations and transfers
    - National Motor Vehicle Title Information System (NMVTIS)
      - q Overrides
      - q Points of sale (POS)
      - q Dealer and special license plates orders
  - ◆ Managing the LaGrange Warehouse in LaGrange, Kentucky
- Ø The Rebuilt Support Section is responsible for processing an estimated 50,000 title applications for rebuilt vehicles per year.

**TITLE BRANCH:**

- The Title Branch oversees three sections:
- Ø The Receiving Section is responsible for:
    - ◆ Accounting for all title applications and supporting documents received from county clerks
    - ◆ Preparing titles and supporting documents for microfilming
    - ◆ Answering telephone calls sent to the Title Branch switchboard
    - ◆ Distributing speed titles to customers
  - Ø The Verification Section is responsible for verifying an estimated 1.5 million title applications per year.
  - Ø The Records Management Support Section is responsible for:
    - ◆ Printing and distributing titles
    - ◆ Processing title corrections
    - ◆ Managing the microfilm library
    - ◆ Running title histories

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<b>MOTOR VEHICLE LICENSING</b>  	<i>Chapter</i>  REGISTRATION BRANCH
	<i>Subject</i>  Recap & Accounts Section

**JOB DUTIES:**      The Recap and Accounts Section:


- Ø Sorts and distributes mail for the division
- Ø Processes and deposits funds from the county clerks' offices (documented in weekly reports) and from individuals for:
  - ◆ Sample plates
  - ◆ Vehicle inquiries
  - ◆ Forms
- Ø Upon receipt of appropriate funds, sends forms to:
  - ◆ Individuals
  - ◆ Lending institutions
  - ◆ Car dealers
- Ø Requests refunds from the Kentucky State Treasury through the AVIS (Automated Vehicle Information System) program for:
  - ◆ Trucks weighing over 6,000 pounds that have been destroyed, sold, or transferred
  - ◆ Dealer back-outs
- Ø Processes vehicle inquiries from circuit or district clerks for court cases involving Kentucky licensees charged with driving under the influence
- Ø Places blocks on convicted DUI offenders' social security numbers after receiving orders requiring impoundment of license plate(s) from circuit or district clerks
- Ø Releases blocks as requested by the county clerks in order to restore offenders' driving privileges



**JOB DUTIES (cont.):**

- Ø Maintains accounts on prepaid inquiry companies
- Ø Processes cartridges, diskettes, and compact discs from insurance companies reporting the following about Kentucky automobile insurance customers:
  - ◆ Cancellations
  - ◆ Lapses
  - ◆ Nonrenewals
- Ø Processes and maintains all pseudo (undercover) plate applications for state and federal agencies
- Ø Maintains accounts for agencies receiving a share of plates-sold proceeds, which requires requesting funds quarterly from the Kentucky State Treasury

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<b>MOTOR VEHICLE LICENSING</b>  	<i>Chapter</i>  REGISTRATION BRANCH
	<i>Subject</i>  Help Desk Section

**JOB DUTIES:**

The Help Desk Section:

- Ø Assists with computer-related problems on the following systems:
  - ◆ Automated Vehicle Information System (AVIS)
  - ◆ National Motor Vehicle Title Information System (NMVTIS)
- Ø Transfers telephone calls to the correct department as needed
- Ø Provides support for county clerks' offices on overrides with out-of-state titles
- Ø Processes requests from the following vendors:
  - ◆ Experian®
  - ◆ Lexington-Fayette Urban County Government
- Ø Stocks media such as cartridges and tapes for processing weekly jobs
- Ø Prepares invoices for jobs processed





**JOB DUTIES (cont.):**

- Ø Approves, rejects, and monitors requests from county clerks for the following:

- ◆ Vehicle license plates including the following:

- Duplicate
- Dealer
- Independent college
- Military motorcycle
- Personalized

**Note:** Orders for personalized and dealer vehicle license plates are assembled periodically so that the plates can be produced once a year.

- ◆ Forms
- ◆ Decals for vehicle license plates, including those for:
  - Master dealer
  - Independent college
  - Military motorcycle
- ◆ Handicapped placards

- Ø Places county stickers on master dealer vehicle license plates

- Ø Attaches decals on the following vehicle license plates:

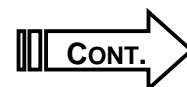
- ◆ Independent college
- ◆ Military motorcycle

- Ø Manages statewide inventory of the following:

- ◆ Vehicle license plates
- ◆ Decals
- ◆ Handicapped placards

**Note:** The section receives these items and they can be used on the same day that they are received.


- Ø Delivers vehicle license plates from manufacturer to county clerks' offices
- Ø Submits program cards to the Division of Technology that add personalized vehicle license plate information into the AVIS program
- Ø Consolidates reports and statistics as needed



**JOB DUTIES (cont.):**

- Ø Utilizes term table for the following:
  - ◆ Rerouting printers
  - ◆ Creating makes not listed for trailers within the AVIS program
- Ø Assists county clerks in converting vehicle license plates from one type to another
- Ø Accepts payment, completes form, and sends "Demo" vehicle license plates to dealers
- Ø Processes refunds on trucks weighing over 6,000 pounds that have been destroyed, sold, or transferred
- Ø Monitors freight charges and expedites freight invoices for payment
- Ø Mails weekly and monthly reports

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<h1 style="text-align: center;">MOTOR VEHICLE LICENSING</h1> 	<i>Chapter</i> REGISTRATION BRANCH
	<i>Subject</i> Rebuilt Support Section

**OVERVIEW:**

The Rebuilt Support Section authorizes titling and registering of salvage vehicles. Applications for such vehicles include those for:

- Ø Vehicles
- Ø Rail buggies
- Ø Three-wheel trikes (motorcycle made from Volkswagen rear assembly and motorcycle frame)
- Ø Trailers
- Ø Out-of-state bills of sale
- Ø Sellers' notarized affidavits

After authorization, the vehicle can be titled or registered at the county clerk's office.

The section also authorizes issuance of vehicle identification numbers (VINs) by assigning:

- Ø **KY** numbers to motor vehicle with obscured identities
- Ø **KYT** numbers to homemade and name-brand trailers with missing or obscured vehicle identification numbers (VINs)
- Ø Duplicate VINs to match title and vehicle when applicable



**REBUILT****APPLICATIONS:**

**Customer Procedure**—The procedure for customers to obtain a rebuilt application is as follows:

1. Complete the TC 96-215 form, *Affidavit of Wrecked or Salvaged Motor Vehicles (Exhibit 01)*, in blue or black ink.
2. Present the following:
  - Ø Original salvage title showing proper chain of ownership
  - Ø Original receipts for parts

**Note:** Handwritten receipts must be notarized and show the following:

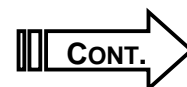
- ◆ Seller's name
  - ◆ Seller's address
  - ◆ Seller's telephone number
  - ◆ Seller's signature
  - ◆ List of parts sold
  - ◆ VIN of vehicle from which parts were salvaged
3. Submit a notarized labor statement indicating what parts were replaced or repaired.
  4. Complete the TC 96-182 form, *Application for Title/Registration (Exhibit 02)*.

**Note:** A certified inspector must complete the Certified Inspector Section of the TC 96-182 form.

5. Obtain confidential inspection by contacting the Kentucky State Police at **859-293-4500**.

**Note:** The Kentucky State Police will perform the following:

- Ø Direct the customer to the person performing the inspection
  - Ø Provide a date for the inspection
6. Show either of the following:
    - Ø Salvage pool receipt
    - Ø Insurance statement on company letterhead stating damage to the vehicle

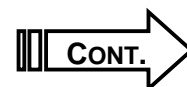


**REBUILT  
APPLICATIONS  
(cont.):**

**Employee Procedure**—The procedure for the section to authorize a rebuilt application is as follows:

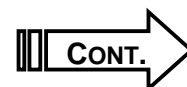
1. Place these documents in the following order:
  - A. TC 96-215 form
  - B. Title
  - C. Receipts
  - D. Notarized labor statement
  - E. TC 96-182 form
2. Compare VIN on title and inspection forms.
3. Compare signatures on all forms.
4. Verify chain of ownership.
5. Run all VINs through the National Crime Information Center (NCIC) computer system.
6. Compare receipts for parts with notarized labor statement.
7. Match pencil-tracings to title and inspection if for a motorcycle.
8. Go into rebuilt program within Automated Vehicle Information System (AVIS) database and:
  - A. Select **MAIL** or **BROUGHT IN**.
  - B. Key in:
    - 1) Title number
    - 2) Vehicle type
    - 3) VIN
    - 4) State name
  - C. Press ENTER.

**Note:** The rebuilt program within the AVIS database will check the VIN against the National Motor Vehicle Title Information System (NMVTIS) and update files.



**REBUILT  
APPLICATIONS  
(cont.):**

- D. Key in:
- 1) County name
  - 2) Vehicle year
  - 3) Make
  - 4) Model
  - 5) Motor number
  - 6) Applicant's name and address
  - 7) Odometer reading
- E. Select title brand from the following:
- ☐ **Rebuilt**
- ☐ **Water**
- ☐ **Hail**
- F. Choose either **ODOMETER EXCEEDS** if speedometer indicates a mileage reading above 100,000 miles or **NOT ACTUAL** if vehicle is not equipped with a six-digit speedometer.
- G. Type name and address of applicant and title number for an out-of-state title.
- H. Use approval function for printing within rebuilt program of AVIS database to check VIN against National Insurance Crime Bureau (NICB) System. The database will generate an authorization number.
- I. Deny application if county clerk has not granted approval by using the following procedure:
- a) Press **pf11** to access denial letter.
  - b) Type reason for denying application so that customer can make corrections.
  - c) Press **pf12** to print letter.
9. Duplicate both sides of Kentucky title if application section or affidavit-of-total-consideration section is completed.
10. Copy completed TC 96-182 form for section files.



**REBUILT  
APPLICATIONS  
(cont.):**

11. Make four copies of approval, and distribute as follows:
  - Ø County clerk, two
  - Ø Customer, one
  - Ø Rebuilt Support Section, one
12. Send denial letter to customer if application was not accepted, and explain what is needed to get application approved.
13. Enter all applications into appropriate PC7 software program file so that they can be accessed.

**VIN  
APPLICATIONS:**

**Customer Procedure**—The procedure for a customer to apply for a new VIN is as follows:


1. Complete the TC 96-169 form, *Application for Motor Number or Vehicle Identification Number (Exhibit 03)*, in blue or black ink.  
Provide copy of both sides of title listing proper chain of ownership.
2. Present notarized statement explaining why there is no serial number or VIN.
3. List the following information:
  - Ø Name, address, and telephone number of vehicle owner
  - Ø Location of vehicle
4. Submit copy of confidential VIN inspection when applicable.

**VIN  
APPLICATIONS:**

**Employee Procedure**—The procedure for the section to assign another VIN is as follows:

1. Place these documents in the following order:
  - A. TC 96-169 form
  - B. Title
  - C. TC 96-182 form
2. Compare VIN on title and inspection forms.
3. Confirm signatures on all forms.
4. Verify chain of ownership.
5. Run all VINs against NCIC computer system.
6. Create VIN plate using addressograph machine.
7. Type sequential number of plate on application in **Make** field.
8. Type envelope to customer.
9. Send the VIN plate to county clerk's office.

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<b>MOTOR VEHICLE LICENSING</b>  	<i>Chapter</i>  TITLE BRANCH
	<i>Subject</i>  Receiving Section

**EMPLOYEE  
PROCEDURES:**

Employees of the Receiving Section account for, prepare, and distribute all title applications and supporting documents received from county clerks.

The procedure is as follows:

1. Log packages and then prepare them as follows:
  - A. Write on log sheet name of county that sent packages and Julian date **(See MVL-303)** that section received them. Fill up the log sheet and place in the designated file cabinet with the packages.
  - B. Combine big packages with smaller packages on same log sheet.
  - C. Tally number of packages received each day.
  - D. Highlight or write on front of packages name of county that sent them and Julian date the section received them.
  - E. Separate documents by Julian date if package contains documents listing more than one Julian date.
  - F. Insert all documents with same Julian date into one package.
  - G. Designate each package by writing appropriate Julian date on outside of package.
  - H. Assign priority to packages received two weeks or later after expected date.
2. Check applications against transmittals. A minimum of 600 applications should be processed daily.



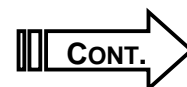


**EMPLOYEE  
PROCEDURES  
(cont.):**

3. Perform the following procedure to account for all transactions that county clerks enter into Automated Vehicle Information System (AVIS) each day:
  - A. Place a • (check mark) by title number on transmittal to indicate receipt of application.
  - B. Insert one of the following on transmittal if application is not received:
    - Ø A . (dot) if application is not expected to be in package such as a dealer assignment.
    - Ø An **M** if application is missing and no explanation is provided with package.
  - C. Remove staples from applications and supporting documents so that they can be microfilmed.
  - D. Arrange applications in numerical order.
  - E. Put multiple transfers together, with highest number on top.
  - F. Write total number of check marks on transmittal and then initial.

**Note:** Calculate only completed reconciliations each day. Submit weekly totals by 4:30 p.m. on Friday.
  - G. Specify number of applications, including those for boats, on front of package and then initial.

**Note:** Keep boat title applications on separate transmittals.
  - H. Designate packages with an **M** on front to indicate missing applications, and then immediately take those packages to the appropriate persons.
  - I. Notify county clerks' offices when applications are missing.
  - J. Complete sign-out sheet.



**EMPLOYEE  
PROCEDURES  
(cont.):**

4. Distribute speed titles to customers. For a customer to obtain a speed title, he or she must present a blue and white registration form or picture identification.

Employees must verify one of the following:

- Ø The name on the title is a business or matches the one on the picture identification.
- Ø A letter is on file that allows the customer to receive the title.

**Note:** The following conditions are to be posted regarding speed titles:

- ◆ Speed titles are not ready for distribution until 10:00 a.m.
- ◆ Customers should call the Receiving Section before coming to pick up the title.
- ◆ Computer problems may delay the printing of the titles.

**TELEPHONE  
ETIQUETTE:**


The following procedure applies to incoming telephone calls:

1. Answer telephone in a professional manner.
2. Transfer telephone call to appropriate employee, using the following procedure:
  - A. Press **XFER/CONF** button.
  - B. Enter extension.
  - C. Hang up telephone.

Rules regarding customer inquiries via telephone are as follows:

- Ø Do not provide confidential information. However, you may:
  - ◆ Inform customers supplying a current title number whether a title has been printed
  - ◆ Estimate the time when the title will be printed
  - ◆ Answer questions with a yes or no
- Ø Transfer inquiries on vehicle histories to the Records Management Support Section.

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<h1 style="text-align: center;">MOTOR VEHICLE LICENSING</h1> 	<i>Chapter</i>  TITLE BRANCH
	<i>Subject</i>  Verification Section

## TITLE APPLICATION

### DOCUMENTS:

The procedure that both regular and batch examiners follow for examining, approving, and holding for correction all automobile title application documents is as follows:

1. Sign out all title packages including those containing microfilmed titles.
2. Remove and sort title documents by **App** number. Forward the following documents to the appropriate workstation where they can be approved or returned to the county clerk:
  - Ø Court orders
  - Ø Boat titles
  - Ø Mileage corrections
  - Ø All-terrain-vehicle titles
3. Examine titles for defacement. Titles with sections that have been changed are subject to the following conditions:
  - Ø Title must contain an affidavit explaining why items have been changed.
  - Ø An examiner does not have to accept a title that has been changed and may ask applicant to obtain a new title.
4. Verify the following on title:
  - Ø Vehicle Identification Number (VIN)
  - Ø Vehicle owner's name and address
  - Ø Odometer reading
  - Ø National Crime Information Center (NCIC) code
  - Ø Buyer's and seller's signatures
  - Ø Sheriff's inspection for an out-of-state vehicle

**Note:** Only the Division of Motor Vehicle Licensing may cancel titles if they contain errors.



**TITLE APPLICATION  
DOCUMENTS (cont.):**

5. Approve title or hold it for correction.

**Note:** Some titles may require verification through NCIC before approval.

**ALL-TERRAIN-  
VEHICLE  
DOCUMENTS:**

Approving all-terrain-vehicle (ATV) application documents requires the following procedure:

1. Access Automated Vehicle Information System (AVIS) program.
2. Enter the following data on **T** screen
  - Ø ATV make and model
  - Ø **Off-road use only** in **Remarks** field
  - Ø **Exempt** in **OD** field if applicable
3. Go to **Title Status (TS)** screen, and approve or place application in pending.

**BOAT TITLES:**

Processing boat titles requires the following procedure:

1. Verify boat titles by examining all supporting documents.
2. Go to boat segment of AVIS.
3. Locate **TS** screen, and approve title.

The approval of boat titles may require examiners to:

- Ø Correspond with customers and county clerks concerning any problems or questions
- Ø Work with other states to resolve any problems stemming from differences in each state's statutes

**COURT ORDERS:**

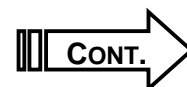
The procedure for reviewing court orders is as follows:

1. Verify that all papers are attached and signed.
2. Enter data on the orders onto **TS** screen of AVIS.
3. Microfilm all paperwork.

**CREDITOR-IN-  
POSSESSION  
APPLICATIONS:**

The procedure for evaluating creditor-in-possession applications is as follows:

1. Make sure all forms are complete.
2. Key information from documents into AVIS.
3. Microfilm all applications.



**FOREIGN TITLES:** Analyzing foreign titles requires the following procedure:

1. Confirm that all customs papers are included.
2. Enter title data into AVIS.
3. Microfilm all paperwork.

**TRUST TITLES:** The procedure for examining titles placed in trust is as follows:

1. Verify that both the front and back pages of the trust title have been completed and the names are in order.
2. Type information listed on documents onto **TS** screen of AVIS.
3. Microfilm all titles.

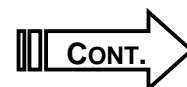
**SURRENDERED  
TITLES:**

The procedure for processing a surrendered title received from another state is as follows:

1. Enter title number into AVIS.
2. Click on **Cancel/Surrender** field of **TS** screen, and enter **x**.
3. Tab to **State**, and enter two-letter code for appropriate state.
4. If title has already been surrendered, delete title number, and enter first three characters of license plate to show surrendered dealer-assignment number.
5. If no plate number is given on title, go to **Renewal Inquiry (RI)** screen, and follow this procedure:
  - A. Overwrite old title and title number with current one.
  - B. Type first three characters of VIN to show dealer-assignment number for surrendered title.
  - C. Write down number.
  - D. Return to **TS** screen to surrender.

**NADA  
TEXTBOOK:**

Employees may consult the *National Automobile Dealer Association Title and Registration Textbook* for information when approving titles or processing surrendered titles. The book provides samples of other states' titles and information on these states' title regulations.



**TITLE  
EXAMINATION  
REPORTS:**

The procedure for compiling daily and weekly reports showing the total number of documents examined is as follows:

1. Total the number of each of the following:
  - Ø Packages signed out
  - Ø Documents in packages
  - Ø Titles approved
  - Ø Titles pending for correction
2. Enter each total into a Microsoft® Excel spreadsheet.

**INCORRECT VIN  
MATCHES:**

The section is responsible for correcting or sending back to county clerks all incorrect VIN matches. The procedure for correcting an inaccurate VIN match shown on the AVIS program is as follows:

1. Locate **VIN correction (VC)** screen in AVIS.
2. Key title number in appropriate field.
3. Input VIN from title document or Certificate of Origin (C of O).

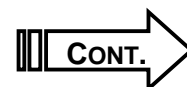
**Note:** If the system keeps showing **incorrect match**, try the following:

- Ø Verify the make and year of vehicle in AVIS.
- Ø Order a microfilm of the first application for a Kentucky title.
- Ø Request an inspection form.
- Ø Override the VIN shown in the system if typing from a C of O form, using this procedure:
  - A. Find **T** screen.
  - B. Change vehicle year to **1970** in appropriate field.
  - C. Proceed to **VC** screen.
  - D. Insert title number and VIN in correct field.

**Note:** The AVIS program will indicate that the VIN is on file.

- E. Go back to **T** screen.
- F. Adjust year to actual year of vehicle in appropriate field.

**Note:** The VIN certification screen will now show **NOT REQUIRED**.



**NATIONAL CRIME  
INFORMATION  
CENTER:**

Confirming VINs through the National Crime Information Center (NCIC) computer system utilizes the following procedure:

1. Simultaneously press the following keys to unlock workstation:
  - A. **CTRL**
  - B. **ALT**
  - C. **DELETE**
2. Type password and press **ENTER**.
3. Select **FORMS**.
4. Locate **LINK** menu, and select **LOGON**.
5. Type your name without using spaces.
6. Press **TAB** until password field is highlighted and insert password.
7. Select **T** to transmit.

**Note:** Screen should now show that password was accepted.

8. Click **FORMS**.
9. Go to NCIC Vehicle and move cursor over to **QUERY**.
10. Find **VEHICLE QV**.
11. Press **TAB** until **VIN** field is highlighted.
12. Key VIN.
13. Press **ENTER** and **+** key to start printing.

**Note:** At least three responses will appear for each VIN.

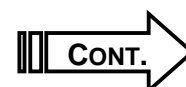
14. Press **ESC**.
15. Repeat Steps 11 through 13 until finished.
16. Move cursor to **LINK** menu and over to **LOGOFF** to sign out of system.
17. Simultaneously press the following keys to lock the NCIC workstation:
  - A. **CTRL**
  - B. **ALT**
  - C. **DELETE**

18. Locate title number in AVIS.
19. Enter either of the following in proper field:

- Ø **0** for a vehicle that is not stolen
- Ø **1** or **V** for a stolen vehicle

20. Press **ENTER** to approve VIN if vehicle is not stolen.

**Note:** If a vehicle is stolen, give the vehicle information to the appropriate person.



**BATCH WORK  
PROCESSING:**

The procedure for processing batch work is as follows:

1. Organize batch jobs received from batch employees and error reports by using the following procedure:
  - A. Retrieve errors where date and county code match from batch.
  - B. Separate the following into three stacks:
    - Ø VINs that are matched incorrectly
    - Ø VINs needing to be confirmed by the NCIC computer system
    - Ø VINs labeled **DVR pending**
2. Take stacks listed above to section supervisor so that the documents can be placed in "pending."

**Note:** After the documents have been placed in pending, the section supervisor will perform the following:

- Ø Deliver the following to the NCIC computer system operator:
  - ◆ VINs that are matched incorrectly
  - ◆ VINs needing to be confirmed by the NCIC computer system
- Ø Place VINs tagged **DVR pending** in microfilm basket.

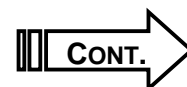
**BATCH WORK  
REPORTING:**

Reporting batch work requires the following:

- Ø Batch jobs are to be placed in numerical and alphabetical order.
- Ø Employees who are processing batch jobs must keep a daily total of tasks handled.
- Ø A report showing the total number of batch jobs processed must be submitted to the supervisor by 10:30 a.m. each day.

**Note:** The section supervisor transfers these totals into the AVIS program.

- Ø Two copies of the report are generated and are processed as follows:
  - ◆ Attach one copy to the batch work already processed.
  - ◆ File the other copy in the section supervisor's office.





**NMVTIS HELP****DESK:**

The section is in charge of the National Motor Vehicle Title Information System (NMVITS) help desk, which includes the following responsibilities:

- Ø Keeping data current by performing the following:
  - ◆ Corresponding with and troubleshooting for other states' NMVITS help desks
  - ◆ Clearing out duplicated records
  - ◆ Granting overrides on out-of-states titles

**MILEAGE****CORRECTIONS:**

Reviewing, approving, and returning to county clerks all mileage corrections for vehicles are subject to the following:

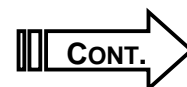
- Ø Requests must include a signed and notarized affidavit stating the following:
  - ◆ Reason for the correction
  - ◆ Correct mileage
- Ø If the assigned mileage was recorded in error on a previous title transfer, the requester must go to the person or dealership that listed the mileage in error for assistance.
- Ø A sheriff's inspection may be required if the mileage listed looks fraudulent or has been tampered with on the title.

**Note:** A sheriff's inspection can be required on all mileage corrections.

- Ø Speed titles are not issued for mileage corrections.
- Ø **Title Code 13** must be placed on all mileage correction requests.
- Ø Mileage corrections must be sent to the section supervisors.

**SPEED TITLES:**

Employees are required to post rules in every office concerning the distribution of speed titles to customers. **MVL-301** provides detailed instructions.



**ADDITIONAL****RESPONSIBILITIES:** Following are additional responsibilities for employees of the section:


Ø Answering inquiries from:

- ◆ Customers
- ◆ County clerks' offices
- ◆ Other states' vehicle licensing offices

**Note:** Employees may sometimes assist the department's One Stop Shop in answering telephone calls.

Ø Retrieving microfilm in order to research titles.

2 2 2

<b>MOTOR VEHICLE LICENSING</b>  	<i>Chapter</i>  TITLE BRANCH
	<i>Subject</i>  Records Management Support Section

**CORRECTIONS:** The Records Management Support Section is responsible for:

Ø Correcting errors on title applications

**Note:** If an error on a title cannot be corrected, return the title to the county clerk's office with a letter instructing that office to correct the error.

Ø Adjusting erroneous approval statuses on title applications within the Automated Vehicle Information System (AVIS) program

Ø Surrendering title applications (**see MVL-302**) containing the code **29**, which was generated because corrections were not completed within a 30- to 45-day period

Ø Generating an aging report

Ø Forwarding mail to county clerks' offices for processing

Ø Notifying CARFAX® of vehicle brands listed in error

Ø Retrieving microfilm for county clerks and customers to assist in researching title information

Ø Assisting other sections by organizing supporting documents for titles



**MAIL****PROCESSING:**

The procedure for processing mail received each day is as follows:

1. Remove voided titles from each stack in the following order:
  - A. Speed titles
  - B. Boat titles
  - C. Automobile titles
2. Prepare a header sheet for Division of Technology.
3. Process all titles through Bell and Howell microfilm machine.
4. Run all titles through standard register signature machine.
5. Process all titles through Pitney Bowes insert machine.
6. Prepare titles for mailing:
  - A. Remove perforated edges.
  - B. Pull apart copies.
  - C. Fold title.
  - D. Insert title into an envelope and affix postage.
  - E. Place all envelopes into a postal tray.
  - F. Complete postal forms (**Exhibit 04**).

**PROCESSING****BATCH WORK:**

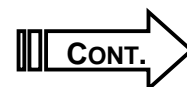
Batch work is to be processed as follows:

1. Locate page in logbook with same date that is listed on batch.

**Note:** All county batch work is received in the file room after being reviewed by examiners.

2. Insert name of batch on this page.
3. Highlight county name that corresponds with batch.
4. File batch jobs using correct county name and Julian date sequence.

**Note:** *Julian date* refers to the three-digit numbering of the days of the year, with January 1 as number 001 and December 31 as number 365 (or 366 in a leap year).



**CLOSING OUT  
BATCH WORK:**

The process for closing out batch work is as follows:

1. Determine whether batch work is older than 60 days by subtracting Julian date on which batch was entered into AVIS program in county clerk's office from today's Julian date.
2. Gather all batches older than 60 days and sort those with the same Julian date into stacks.
3. Find folder containing loose applications that were missing from batch when it was filed.
4. Assemble loose applications into this batch job.
5. Locate in close-out book the page with same Julian date as this batch.
6. Highlight county names that correspond with this batch job.

**Note:** Performing Steps 5 and 6 closes out the batch.

**SENDING CLOSED-  
OUT BATCHES FOR  
MICROFILMING:**

The procedure for sending closed-out batches to be microfilmed is as follows:

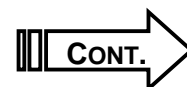
1. Assign reel numbers to batch jobs.
2. Place batch documents into a box labeled **A** with a reel number.

**Note:** Start using a box labeled **B** when **A** box is full. There should always be **A** and **B** boxes.

3. Enter batches into logbook by locating correct microfilm routing sheet in logbook and writing an **A** beside correct county name and Julian date.

**Note:** When using a box labeled **B**, enter a **B** beside the proper county name and Julian date.

4. Copy all of the routing sheets containing information on batch papers, and forward them to microfilm personnel.
5. Keep one copy of each routing sheet for section files.



**DESTROYING  
RECORDS AFTER  
MICROFILMING:**

The procedure for destroying voided reel boxes and batch documents after they have been microfilmed is as follows:

1. Obtain a destruction sheet for batch documents that have been successfully microfilmed.
2. Indicate on destruction sheet boxes containing batch documents.
3. Shrink-wrap boxes to be destroyed and place them on a pallet.
4. Call **(502) 564-8070** to notify Division of Waste Management Paper Recycling Program that a pallet is ready for destruction.

**CRITERIA FOR  
ARCHIVING  
TITLES:**

Vehicle titles are archived to save computer memory. The criteria for deciding to archive a vehicle title is as follows:

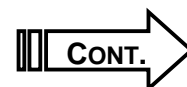
- Ø Title has been transferred to another state.
- Ø Title shows that the vehicle has been junked.
- Ø Title has been inactive in the system for several years.

**Note:** Most of the vehicle titles deemed inactive were removed from the system on August 30 or 31, 1996.

**RETURNING  
TITLES TO ACTIVE  
STATUS:**

The only titles eligible to be returned to active status are those that were removed because of inactivity. The following rules apply to returning a title to active status:

- Ø Accept requests from county clerks only.
- Ø Request from the county clerk the following information:
  - ◆ Name and telephone number of vehicle owner
  - ◆ County in which vehicle is titled
  - ◆ Vehicle Identification Number (VIN)



**RETURNING  
TITLES TO ACTIVE  
STATUS (cont.):**

- Ø Inform the county clerk that, if title is returned to active status, the customer may be required to pay up to five years of back taxes.

**Note:** The county clerk should confirm that the customer is willing to pay the taxes.

- Ø Notify the county clerk that the process may take two days.
- Ø Contact the county clerk when the title is activated and ready for use.

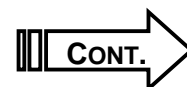
The procedure for returning to active status a vehicle title not archived on August 30 or 31, 1996, is as follows:

1. Double-click on **Division Information System (DIS)** mainframe icon on computer screen.
2. Key user-identification and password in appropriate fields, and press **ENTER**.
3. Select Option **KYIMS (2)**, and press **ENTER**.
4. Insert user-identification and password again in proper fields.
5. Select **Title Inquiry (TI)** screen after AVIS program appears.
6. Type VIN of vehicle in question in **VIN** line to locate title.

**Note:** The title appears on the screen.

7. Write down the following information from title, and keep for future reference:
  - Ø Title number
  - Ø Sequence number
  - Ø Date title was archived
8. Close this screen by pressing **SHIFT** and **F12** simultaneously.
9. Access DIS mainframe once more.
10. Type **25** in **TSOB** line, and press **ENTER**.
11. Enter password in correct field.

**Note:** The **ISPF Primary Option Menu** appears on the screen.



**RETURNING  
TITLES TO ACTIVE  
STATUS (cont.):**

12. Select Option **View** (2), and press **ENTER** twice.

**Note:** A screen appears showing a list of the dates that vehicle titles have been archived.

13. Press **TAB** or use computer mouse with screen cursor to highlight the date that vehicle was archived.

14. Insert an **S** (Select) on dot next to date, and press **ENTER**.

15. Proceed to **VIN** line (18), and press **ENTER**.

16. Key VIN, sequence number, and date from vehicle title being activated over current information, and press **ENTER**.

17. Type **SUBMIT** on **Command** line located at top or bottom of screen, and press **ENTER**.

18. Write down for future reference the job identification number that is generated, and press **ENTER**.

19. Press **F3**, then press **ENTER**.

20. Press **F3** twice to return to **Menu** screen.

21. Select **G.O.T. Panels** (P2), and press **ENTER**.

22. Select Option **3** after screen changes to **Menu**, and press **ENTER**.

23. Allow archive system to search for a few minutes.

24. Enter an **H** on **Command** line after database has finished searching, and press **ENTER**.

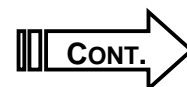
25. Press **TAB** until the job identification number field is highlighted.

26. Enter a **?** (question mark), and press **ENTER**.

27. Press **TAB** until last line **CNTY121** on screen is highlighted.

28. Insert an **S** in **CNTY121** line to generate archived vehicle title onto screen.

**Note:** If the **RMK05** line lists **KY** or **other**, the vehicle has been junked; but if the line lists another state, the vehicle title has been transferred to that state (see **MVL-302**).





**RETURNING  
TITLES TO ACTIVE  
STATUS (cont.):**

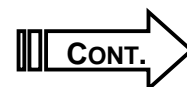
29. Press **F11** to view other side of screen.
30. Write down status date, and save for future reference.
31. Inform county clerk either that vehicle has been junked or that title has been transferred to another state.
32. Provide county clerk the following information:
  - Ø State to which title has been transferred
  - Ø Status date

**Note:** The customer must carry out either of the following to obtain the title:

  - ♦ Contact appropriate state's motor vehicle licensing department if title has been transferred.
  - ♦ Call Rebuilt Support Section if vehicle has been junked.
33. Print screen if it indicates that vehicle has been junked, and send printout to Rebuilt Support Section.

Activating a vehicle title that was archived on August 30 or 31, 1996, involves the following procedure:

1. Repeat Steps 1 through 11 listed above.
2. Select Option **Edit** (2), and press **ENTER**.
3. Insert **'DT.HEADER.AVIS'** into **Data Set Name** field, and press **ENTER**.
4. Move cursor to last line on screen.
5. Select line, and press **ENTER**.
6. Press **F3**.
7. Proceed to **R5336A1** line for an August 30, 1996, archive date or **R5336A2** line for an August 31, 1996, archive date.
8. Insert an **S** beside dot on one of the applicable lines listed in previous step, and press **ENTER**.



**RETURNING  
TITLES TO ACTIVE  
STATUS (cont.):**

9. Proceed to **000001** line.
10. Insert an **R** (Repeat) beside dot on **000001** line, and press **ENTER**.
11. Key VIN and sequence number obtained previously into VIN section of line that was created in Step 10, and press **ENTER**.
12. Type **sort 9 28** in command field located at top of screen, and press **ENTER**.

**Note:** The next day the archived title should be listed as "inactive."

13. Proceed to **TI** screen.
14. Locate title to ascertain that title is now shown as inactive by inserting the following:
  - Ø Initials of county clerk requesting activation of title
  - Ø VIN of vehicle for which title is being activated
15. Press **ENTER** after ascertaining that title has been taken out of archive and is shown as "inactive."
16. Continue to next screen by using window located at top right-hand corner of **TI** screen.
17. Key **A4** in appropriate line, and press **ENTER** twice.

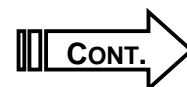
**Note:** The title should now be listed as "active."
18. Contact county clerk to report that title is now in AVIS program.

**REFUNDS:**

Title applications for customers wanting to be reimbursed for incomplete transactions are compiled and sent to the Recap and Accounts Section each day. The procedure for gathering the title applications is as follows:

1. Process each title number through AVIS program to ascertain that a title has been issued and is "active" in system.

**Note:** If the title has not been issued but is still in application status, it will need to be disapproved in the AVIS program, using the refund code **50**.



**REFUNDS (cont.):**

2. Assemble all active title applications and supporting documents involving transactions where customers are requesting a refund.

**Note:** These documents are included in a county's batch file. If a title is still in application status, the batch has not been processed. The papers may be retrieved from either the Receiving Section or the Verification Section.

3. Create a transmittal labeled **Pulled for Refund** that lists all of title applications assemble in Step 2 by number.
4. Indicate, by writing **Refund** next to the last four digits of title number, that all title applications on transmittal have been retrieved.
5. Copy and file all title applications.
6. Deliver all title applications and supporting documents to employee in Recap & Accounts Section who will process refund.

**Note:** The employee processing the refund will return copies of these papers to the county clerk's office. The county clerk's office forwards these documents to the customer.

7. Verify that each title application has been canceled by examining the "authority to cancel" or "refund" letter.

**Note:** Confirming that each title application number sent has been listed with a refund code completes this process.

8. Deactivate and file all title applications still listed as "active," using code **50** in AVIS program.

2 2 2


<b>MOTOR VEHICLE LICENSING</b> 	<i>Chapter</i> EXHIBITS
	<i>Subject</i> Table of Exhibits

EXHIBIT NUMBER	FORM TITLE	FORM NUMBER
01	Affidavit of Wrecked or Salvaged Motor Vehicles	TC 96-215
02	Application for Title/Registration	TC 96-182
03	Application for Motor Number or Vehicle Identification Number	TC 96-169
04	Postal forms	(none)